

February of 2004

<u>Category</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
Other Tech.	2/12/04	Caller profile not working.	2/16/04	Customer had a block on her line with the phone company that prevented it from being profiled. Block removed by phone company and profile updated.
	2/12/04	Caller was using a Wisconsin cellphone in MA. He/she was unable to place calls through MassRelay.	2/12/04	Informed caller that the call must originate or terminate in MA to use MassRelay. Suggested dialing the 800 number for Wisconsin Relay.
	2/26/04	Caller profile not working.	3/4/04	Customer has RCN as local carrier and calls all to 7-1-1 are routed to one number. Suggested dialing 800 for Relay so profile will work.

March of 2004

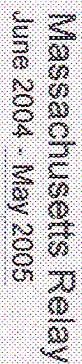
<u>Category</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
Typing Speed Accuracy	3/29/04	OPR slow typing.	3/29/04	OPR required to attend remedial typing.
Agent was Rude	3/05/04	OPR rude.	3/05/04	OPR coached on professionalism.
	3/19/04	OPR rude.	3/19/04	OPR coached on professionalism
Garble Msg	3/22/04	Caller complained about receiving garble from OPR and then being disconnected on because OPR could not read him/her.	3/22/04	OPR coached on correct polices and procedures.

April of 2004

<u>Category</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
Agent was Rude	4/02/04	OPR rude.	4/02/04	OPR coached on professionalism.
Database Not Avail	4/15/04	OPR rude and unprofessional.	4/15/04	OPR coached on professionalism
	4/17/04	Customer profile not working.	4/20/04	Updated caller profile.
Other Tech.	4/20/04	VCO user complained that people could not hear her.	4/20/04	Test calls were made to check VCO. VCO was working.
Carrier Choice	4/19/04	Customer billed by wrong long distance carrier.	5/3/04	Customer reimbursed for charges.

May of 2004

<u>Category</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
Didn't Follow Database Inst.	05/03/04	OPR did not follow caller profile.	5/03/04	No OPR number given. Unable to follow up with OPR. Reminder in weekly memo to all OPRS to follow caller profiles.
Line Disconnected	5/10/04	OPR disconnected on caller.	5/10/04	Technical error on console.
	5/28/04	Caller lost connection with OPR and called party on long distance call. Caller does not want to pay for charges.	5/28/04	Console froze and OPR was unable to type to either party. Console Rebooted. Suggested mailing complete copy of bill to Customer Service for a credit.
Garble Msg	5/01/04	Caller complained about receiving garble.	5/01/04	Suggested typing ABC123 to reduce garble.

[illegible]

Massachusetts Customer Contacts - June 2005 through May 2006

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/05/05	Wanted relay to place English to Spanish calls.	06/05/05	Explained that relay can only process English to English or Spanish to Spanish calls.
06/07/05	Operator hung up on me. This keeps happening, but I don't have the other operators' numbers. Sprint needs to know about this. Thanked customer and apologized. No follow up.	06/07/05	Thanked customer and apologized. No follow up.
06/09/05	The gentleman from the hospital, who I spoke to a little while ago, was calling to complain that the opr gave the nurse a hard time about placing a long distance call. The nurse provided the opr with their LD company and the opr told her it was not on the list of choices so she could not make the call. The nurse informed the opr that someone at the hospital had just spoken to a CS rep and was told how to go about placing a long distance call and was told there would be no problem. The opr finally placed the call after hearing that.	06/09/05	I apologized for the inconvenience and told him the opr would be spoken to and coached on proper procedure.
06/10/05	Becky from Sprint Relay CS called with customer complaint. According to customer the opr relayed an answering message then "suddenly some strange message by putting 603 in front." The customer wanted to know if it was a mistake and meant to say 703 instead of 603. Instead of answering the opr disconnected. The customer believes it was an innocent disconnect but wants follow up via email with opr's answer if it was mistaken relayed info.	06/10/05	Rox sent email asking for more info on 6/7/05. No response as of 6/10/05. Will open new contact if/when response is received.
06/13/05	Trying to call his mother who is a VCO user, and recently she's been getting increasing amounts of garbled messages (numbers and symbols). Wanted to know what he should do?	06/13/05	Suggested for his mother to try to hit the space bar a couple of times before typing or try typing abc 123 abc 123 a few times to see if that would help. Asked if there were any background noises. Also recommended calling the TTY's manufacturer or VCCD.
06/13/05	Called in to place a call to Comcast but when he reached the Operator he informed her he wanted a live person in CS the opr informed him there was no CS or live person. Stated the Operator was rude. Provided her with the number 2 times. Believes the opr did not call the number felt she was rude. Hung up with opr 2621F and called back into Relay reached a different opr gave her the same information and the call was placed with no pims.	06/13/05	Apologized to the customer for the pims he experienced with the opr. Informed him the opr would be spoken to. Spoke with Roxanne who spoke with the opr and the opr was coached on professionalism and the correct policies and procedures were reviewed with the operator.
06/16/05	Caller was unable to connect to Relay between 6:00am and 9:20am. Wanted to know if there were any problems. Tried again at 9:45am and was able to connect.	06/16/05	Informed the caller that no problems were reported and that if she continues to experience problems linking up to Relay to call MEDP.
06/20/05	Was told by operator that Relay "did not do 900 number calls" wanted to know how to call to a 900 number. Wanted to know if there was an "extra charge" if he dialed in through that number.	06/20/05	Provided caller with the 900 access number to relay and informed the caller there is a charge when connecting to the 900 number what ever there charges are per minute they would have to ask the company.
06/20/05	Caller placed a call thru relay to Toronto and asked the opr to use Verizon for LD. The caller got the phone bill and the call was billed to AT&T. He would like to know if he can get a refund since the opr did not place the call thru the carrier he had asked for.	06/20/05	I explained that I am not authorized to give refunds, however if he would like to mail us a copy of the bill with the disputed charges highlighted then I will be happy to pass the info along to the person in charge of this. He indicated that he will be mailing this to us this week.
06/22/05	The caller's co-worker is a TTY user who was trying to place a LD call using AT&T thru relay. A recording came on saying the call could not be completed. They have not had this problem in the past.	06/22/05	I suggested they try placing the call again and if they get the same recording they should contact AT&T customer service to inquire about the recording.

06/22/05	The caller's mother is a VCO user. Just about every call she makes she gets a lot of garble (all numbers and symbols, no letters). Sometimes it gets better when the oprs turn off turbocode. His mother uses a cordless phone and he's wondering if that would be a reason for the garble. He also said that "relay is a godsend"; they really appreciate the service, especially the VCO feature.	06/22/05	Explained that background noise can cause garble. Suggested that he check the TTY to see if he can turn the turbocode off on his end. Told him I wasn't sure about the cordless phone but I would have someone call him back. 6/22/05 1pm - Called customer and told him I don't have any info on cordless phones and whether or not they can cause garble. Offered to provide numbers for MEDP and Ultratec but he said he would try disabling the turbocode on his end and make sure his mother turns the volume down on her TV first. If that doesn't work he'll give us a call back.
06/24/05	Having trouble with people hearing her over the last 2 weeks majority of the times. Asks the operators if they can hear her before dialing out and they say they can. Is sure that it is not her TTY.	06/24/05	Apologized for the inconvenience, informed her I would pass this information on and she would like a call back. Roxanne and Sprint Tech spoke with her on 6/24/05 and asked her to call Supervisor if problem happens again so the tech can check the computer.
07/01/05	Calling to find out why the Relay number does not show up on the caller id.	07/01/05	Informed the caller that the software is not designed to show the Relay number on their caller id. That the customer is in full control of the call.
07/04/05	Customer was frustrated because they could not get through to an operator. The line was busy. Said "by the way operators are doing a great job".	07/04/05	Apologized for the inconvenience. Explained to customer that sometimes MassRelay will have so many calls coming in that all of our Operators are busy handling the calls. When this happens you will be put in queue for the next available operator to take your call immediately.
07/07/05	Lost VCO branding.	07/07/05	Rebranded 777/05.
07/20/05	Caller had to dial relay several times before reaching an operator. His calls went into queue and were disconnected.	07/20/05	The disconnects might have been due to loss of cell phone signal, as the line got cut off while we were speaking about the issue. The customer did not call back after we were disconnected, but a supervisor did verify that relay lines had been busy, causing calls to queue.
08/02/05	Caller had to wait in queue before reaching an operator.	08/02/05	I verified with a supervisor that there were calls in queue; apologized to the caller; and explained that the problem was due to heavy call volumes.
08/31/05	Lost VCO branding	08/31/05	Apologized; rebranded number for VCO.
09/04/05	VCO user called in to say that she has noticed the changes with Relay and said "They took a wonderful service with good operators and good supervisors and made a mess of it".	09/04/05	Apologized to the customer and informed them that their msg would be relayed to the appropriate person.
09/12/05	The caller complained that the opr did not type part of the conversation back to them, but typed dots instead. I received garbling from this caller and when I asked them to clarify they said they had no time and hung up.	09/12/05	The "dots" that TTY user received could have been garbling or it could have been the opr trying to clear the garbling they received. Since the TTY user hung up when asked to clarify the problem they could not be referred to MEDP or VCCD to have their TTY checked.
09/13/05	The callers says that whenever he calls into relay on his cell phone, using either 711 or the 800 voice number, he gets TTY tones.	09/13/05	I branded his number for voice and had our technician look into this. He could not duplicate the problem and said it could have something to do with the cell phone company or the cell phone itself. He's not sure if the branding will take because it's a cell phone. I called the customer back and explained this to him and he said that that's fine - he'll just wait through the handshake procedure if he has to.
09/19/05	Having problems with her TTY not connecting to the Relay.	09/19/05	Suggested calling MEDP and VCCD. Provided caller with both numbers.
09/19/05	Complaining that 2645F is impersonating a Supervisor. Says she has caught operators impersonating Supervisors before.	09/19/05	Explained to the caller that 2645F was not impersonating a Supervisor that she is a Supervisor. I let her know I would file a complaint that she was unhappy.

09/22/05	Lost VCO branding.	09/22/05	Rebranded number for VCO.
09/24/05	Caller had been disconnected from relay; wanted to know whether voice user had received his last message.	09/24/05	Explained that relay does not keep records of calls and therefore cannot not provide that information.
09/26/05	The caller says that the last two times they've dialed relay using 711 they have been unable to connect to relay.	09/26/05	Provided caller with 800 TTY number.
10/13/05	The caller said that the OPR was rude when he was trying to call a business and was rude about following instructions.	10/13/05	Apologized to the caller. The OPR was coached on proper procedure and handling of calls.
10/19/05	The caller and two of her friends are getting harassing prank calls all hours of the night.	10/19/05	Explained that per the FCC we are unable to block relay calls now. Suggested she contact her local phone company.
10/25/05	The caller says she gets garble on incoming calls only. She also wanted to get an Ultratec manual. She praised OPRs' skills and said the "OPRs are wonderful."	10/25/05	Provided Ultratec's number so she can call them and request a manual. Rox and Ray called her back and spoke with her about possible solutions for the garbling.
10/26/05	Consumer reported poor relay quality. (complaint received via website feedback form)	10/26/05	Consumer does not wish to be contacted regarding this complaint.
10/28/05	The caller uses Verizon for long distance calls but was billed \$8.30 by Sprint. She said she has already contacted Verizon and Sprint about the charge and she would like us to remind all trainee operators to pay attention to callers' dialing instructions.	10/28/05	Apologized and told her all OPRs will be reminded to follow callers' instructions.
10/31/05	VCO user informed AIC that the operator on her previous call had dialed an incorrect long distance number.	10/31/05	AIC apologized and offered to transfer to CS, but caller declined.
11/08/05	The caller said that OPR 2600F was rude and took a long time to dial. He said when he gave her the number to dial she said he would have to wait and she would dial when she was ready and it took five minutes for her to dial.	11/08/05	Apologized to caller. OPR coached on proper policy and procedure.
11/23/05	The caller wanted his number unblocked on this particular call. The supervisor assisted the OPR with proper procedure, however the Caller ID did not transmit. The caller would like a call back about this problem.	11/23/05	A trouble ticket was put in for this call. I spoke to our technician and he said he was unable to duplicate the problem and it's possible there could be a problem with the software. He suggested that the caller dial star 82 before dialing into relay. I called the caller back and left a message on his voice mail informing him that since the computer was unable to unblock his number he should dial star 82 before calling into relay if he wants his number unblocked. The Acct Mgr will be monitoring this complaint.
11/28/05	The caller has long distance service through Verizon. For the past two months she has received a couple of charges on her long distance bill from Sprint. She already contacted Verizon and they credited the amounts back. She just wants to make sure that Verizon is listed in her profile. She also tells the OPRs for each call to use Verizon.	11/28/05	Checked her profile and verified that Verizon is listed as her long distance provider. Since Verizon is in the database as her long distance provider, the calls should automatically be billed through Verizon. I spoke to our technician and put in a trouble ticket for this. The caller does not want a call back.
11/29/05	The caller said that OPR 2657 had very choppy voicing. She couldn't understand what the TTY user was saying because the voicing was so choppy. The OPR also read the typos exactly as they were typed, even when the word was obvious. Also, when the caller was giving names of people and places she spelled them out so the OPR would have the correct spelling and she was told by the OPR to stop spelling things.	11/29/05	Apologized for the poor service. Explained that it is fine to spell things out if she wants to. Also explained that reasonable typos can be fixed (if OPR is absolutely sure what the word is supposed to be). OPR was coached on proper policy and procedure.
11/29/05	The caller is constantly receiving harassing calls through Relay.	11/29/05	Explained that Relay cannot limit the content of calls or keep records of calls. Suggested she contact her phone company if she wants to trace the calls or block the number.
12/01/05	Lost VCO branding.	12/01/05	Re-branded line for VCO.

12/09/05	Caller is constantly receiving prank calls through Relay all hours of the night. He would like his number blocked from receiving any more relay calls.	12/09/05	Explained that Relay is unable to block calls and suggested he contact his phone company.
12/12/05	Caller said trainees have a lot of trouble with her VCO calls - they weren't responding, not turning on VCO, and the dial out time was slow.	12/12/05	Apologized to caller. Trainees coached on proper VCO procedures.
12/21/05	The caller said that her mother was calling her through Relay. The OPR did not get the entire greeting and asked the caller to repeat it. The caller said, "no, just say Anne Marie." The OPR again asked her to repeat the greeting. The caller felt that this was very rude. She did not provide CS with the OPR number.	12/21/05	Apologized to caller for poor service during this call.
12/21/05	The caller was placing a local call and the OPR asked her how she wanted to bill the call: calling card, third party, etc. She explained to the OPR that this was a local call and she shouldn't need to provide a billing method.	12/21/05	Our technician looked into the matter and could not duplicate the problem. It was determined that this was probably a technical problem with the OPR's computer. I called the TTY user back and explained that there was a technical problem that prevented the call from being placed without providing a billing option. I apologized for the inconvenience and told her to call me back if she encounters this problem again.
12/27/05	For several days, caller ID has not worked on certain incoming relay calls.	01/04/06	Said I was not aware of any problems w/caller ID but would note the issue (12/27); trouble ticket #953053 was filled out (12/28) and entered (1/3); called and informed customer that technician will continue investigating problem (1/4); caller may consult Verizon.
12/28/05	Caller is receiving multiple calls through MA Relay, from someone requesting a TTY user. As there is no TTY user at her number, she believes the calls are pranks/harassment.	12/28/05	I explained that operators are unable to restrict calls placed through relay and suggested she contact her phone service provider.
01/09/06	Caller has received over 50 harassing calls through Relay and he wants the calls to stop.	01/09/06	Explained that Relay cannot block calls and suggested he contact his phone company to see if they can be of assistance to him.
01/10/06	Operator trainee 2826FT sent incorrect macro (HUNG UP instead of ANS MACH); caller wanted opr to be more careful in typing.	01/10/06	Operator was coached on importance of typing accuracy.
01/11/06	Caller said that OPR misspelled a lot of words. She did not know the OPR number.	01/11/06	Apologized to caller for poor spelling.
01/11/06	The caller said that she was trying to place a local call and the OPR asked for her long distance provider because the computer was the showing the call to be a long distance call. She said this happened about six months ago also but the problem had been fixed.	01/11/06	I spoke with our technician and he said he was aware of the problem and is expecting it to be fixed within a couple weeks. I called the customer back and left a message on her answering machine informing her what our technician said.
01/12/06	Caller had a hard time getting through to Relay. Said they had waited 20 minutes to get an OPR.	01/12/06	Apologized to caller for long wait time. There were many calls on hold at that time.
01/16/06	Caller said that the wait time was longer than 60 seconds for the call to be answered.	01/16/06	Apologized to caller for wait time.
01/17/06	Caller could not get through to Relay using 711.	01/17/06	Provided caller with 800 voice number.
01/17/06	Caller could not get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Caller could not get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Caller could not get through to Relay using 711.	01/17/06	Provided caller with 800 voice number.

01/17/06	Caller is unable to get through to Relay using 711. Wants to know how long 711 will be down. Also wants to know if the problem is just in MA or is it nationwide.	01/17/06	Provided caller with 800 TTY number. Explained that the technician is aware of the problem and is working on it. We don't know if it's just a MA problem or nationwide.
01/17/06	Caller cannot get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Neither the caller nor her friend who uses VCO is able to get through to Relay using 711.	01/17/06	Provided both TTY and voice 800 numbers.
01/17/06	Caller cannot get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Caller cannot get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Caller is unable to connect to Relay using 711.	01/17/06	Provided caller with 800 voice number.
01/17/06	Caller is calling for a VCO user who is unable to connect to Relay using 711.	01/17/06	Provided 800 TTY number.
01/17/06	Caller is unable to connect to Relay using 711.	01/17/06	Provided 800 TTY number.
01/17/06	Caller is unable to connect to Relay using 711. She also wanted to know how to tell if a call through Relay is from a TTY user or a voice user. She answers the phone with her voice and the OPR will announce the call as Relay and ask for her but she's not sure if the caller is a voice user or a TTY. She gets calls from both. So she's not sure whether to turn on the TTY or not.	01/17/06	Provided caller with 800 TTY number and told her the technicians are working on the 711 problem. In regards to her question about whether the caller is a TTY user or voice user, I suggested that if she is unsure she can always ask the OPR if the caller is a TTY or voice user, or if the call is for a TTY user.
01/17/06	The caller and her friends and family cannot get through to Relay using 711.	01/17/06	Provided both TTY and voice 800 numbers.
01/17/06	The caller received a call through Relay threatening her children. She doesn't know anybody who uses a TTY or is deaf. She contacted the authorities and they told her to call Relay.	01/17/06	Informed caller that Relay keeps no records of calls.
01/17/06	Could not reach relay through 711 number.	01/17/06	Apologized and provided MA Relay Voice/TTY 800 numbers.
01/18/06	Could not reach Relay via 711 number yesterday; also, asked about how to unblock phone number for caller I.D.	01/18/06	Said that 711 should be working now; explained how to dial *82 before calling relay to unblock number.
01/18/06	Couldn't reach relay via 711 number.	01/18/06	Apologized for the inconvenience; said that technicians are working on 711 access.
01/18/06	Couldn't reach relay via 711.	01/18/06	Apologized for the inconvenience; customer will call back in a few days if the problem persists.
01/19/06	Caller asked why 711 wasn't working.	01/19/06	Informed caller that this problem has been fixed. Asked them what was happening when they dialed 711. They said they couldn't get an OPR. I asked if they got a holding message and they didn't answer. They just thanked me and hung up.
01/19/06	Received offensive call through relay; asked whether person would need TTY in order to place the call, and whether the call could be traced, or a transcript obtained.	01/19/06	Explained that TTY is needed to place calls through state relay, but not IP relay. (Caller did not remember whether operator announced MA or Internet Relay.) Informed caller that, for reasons of confidentiality, no records are kept of relay calls.

01/23/06	The caller said that she frequently gets garble on her TTY. She just replaced her TTY about six months ago (she had a garbling problem with the old TTY as well). She also said that there should be a holding message for callers who are hold waiting for an available OPR.	01/23/06	Suggested the caller make sure the volume on her radio and TV is turned down while she's on a call. She said she does that. Offered her the number for Ultratec but she didn't want it. Said that since she had the garbling problem with her old TTY and the new one that it could be a problem with her phone jack or the inside or outside wires. Suggested she contact her local phone company. In regards to her suggestion about a holding message, I explained that there is a holding message for callers in queue. I explained that when she called, if she didn't get a greeting from an OPR and she didn't get the holding message then she wasn't connected to Relay.
01/23/06	Caller placed a local call and it was billed as a long distance call. She already called Sprint and got the charges removed from her phone bill.	01/23/06	Apologized for the inconvenience. (According to our technician, this is a problem that Sprint is aware of and it is supposed to be fixed within a couple of weeks).
01/24/06	The caller was unhappy with how her call was handled last evening. The OPR was a trainee, but she did not get the OPR number. She feels OPRs should not be allowed to take calls unless they're fully trained. She asked that the trainer be informed.	01/24/06	Apologized and told her that her comments would be passed on to the trainer.
01/24/06	Caller said they could not get through to Relay using 711; they had to dial the 800 number.	01/24/06	Informed caller that I would let our technician know about the problem so he can pass the information along to Verizon.
01/24/06	The caller was calling for her grandmother who is a VCO user. Her grandmother has tried to place a few local calls and was asked by the OPR for her carrier of choice. The caller was not sure if her grandmother has incurred any long distance charges for the local calls, but she'll check the phone bills.	01/24/06	Apologized to the caller for the inconvenience. Told her if her grandmother incurred any long distance charges to contact the provider to get the charges removed from her bill. Informed the caller that our technician is aware of the problem and is working to fix it. Suggested next time her grandmother tries to place a local call and the OPR asks for her COC that she ask to speak to a Supervisor who can instruct the OPR on how to put the call through without charging her.
01/25/06	Called on behalf of relative who is receiving crank calls through relay; requested call back regarding this issue.	01/25/06	Agent advised her to contact local phone company to report nuisance calls. 1/25/06 7:30PM Left message on customer's voice answering machine. Explained that relay cannot restrict calls; again suggested she contact phone company, or police department, for assistance.
01/25/06	Said that her caller i.d. did not transmit to cell phone user.	01/25/06	Verified that profile (customer notes/preferences) show that caller i.d. will send; explained that sometimes her number may not transmit to cell phones via relay.
01/31/06	The caller complained that trainees are not following her billing instructions. She always requests Verizon and is getting billed for some calls by Sprint. She does not have any OPR numbers. She would like trainees to listen to her billing instructions, and she would like the supervisors of the trainees to speak to them about it.	01/31/06	Apologized to caller. Trainees reminded to follow customer instructions.
01/31/06	The caller gave OPR the number to dial and said she would like to leave a message if she reached an answering machine. The line was answered by an answering machine and the OPR typed out the answering machine instead of giving caller the "GA" to voice her message.	01/31/06	Apologized to the caller. OPR was coached on following callers' instructions.
01/31/06	The caller said that OPRs have no patience and hang up on her.	01/31/06	Confusion over OPR answer protocol. Caller thinks OPRs are hanging up on her, but OPRs are following proper answer protocol.
02/08/06	Operator was impatient when pacing the caller's responses, and was rude/abrupt at the end of the conversation. Caller did not remember the operator number.	02/08/06	Apologized to the customer; explained that, without an operator number, I could not find out who had processed her call, but would make a note of the issue.
02/20/06	The caller has been receiving prank calls and wanted to know if the OPR knew who the caller was.	02/20/06	Advised the caller that she could call through Relay to reach that number and find out who is calling her, or she could call the phone company for information on blocking that number.

02/27/06	The caller said that she was getting garbling on most of her calls for about three days. It's better now, but she's wondering why she was getting garble.	02/27/06	I explained ways for the caller to try to clear the garble. Also, since this problem only occurred for a couple of days and is better now, I suggested the possibility that the garble could have been caused by a bad connection from the phone lines due to high winds. She said the only other time she had a problem with garble was about a month ago, and it was really windy then too. She thanked me for the explanation and said she'll note the weather conditions next time she has a problem with garbling.
03/02/06	Caller said they were connected to a number through Relay, and then Relay stopped responding.	03/02/06	Informed the caller that it sounds like it was a technical problem and apologized for the inconvenience.
03/02/06	The caller said she had called Verizon and was told that Relay can dial 411. However, she was told by a TTY user that OPRs cannot dial 411. So she wants to know if OPRs can dial 411 or not.	03/02/06	I explained that OPRs can place calls to Directory Assistance. She asked if the number dialed was 411 and I explained that OPRs cannot dial just three digits and the number dialed is 555-1212. She said that is unacceptable and discriminating to deaf people and it needs to be changed. She wants to talk to somebody higher up who can assist her. I referred her to Robert Giuntoli and provided both his phone number and e-mail address.
03/06/06	Caller is getting a lot of garbling during calls.	03/06/06	Suggested the caller disable Turbo Code. Also provided the numbers for MEDP and Ultratec in case garbling persists.
03/30/06	Customer states that he believes that this agent is continuously calling his home. He state his children were playing games with the relay previously and were reprimanded but now this agent is making calls on his own to his home to get even. It was explained how relay works but the customer insisted that the complaint be turned in on this agent. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated.	05/09/06	Issue was discussed with OPR and customer had been educated on how relay works.
04/04/06	Customer notes specify 45WPM transmission speed, but this operator and others type too quickly. This is only a problem on Voice to TTY calls.	04/04/06	Apologized to the customer. Explained that sometimes operators are unable to reduce transmission speed to Outbound TTY users. Notified supervisor of issue.
04/17/06	Received garbled text from relay operators.	04/17/06	Apologized; did troubleshooting for garbling.
04/24/06	Caller said when she places calls to a TTY user OPRs occasionally have trouble changing the speed. She also said sometimes recently her outbound was receiving the same message typed by the OPR numerous times, and she thought it might be a computer glitch. (call taken on the floor by a supervisor)	04/24/06	Supervisor advised her if it happened again to have the OPR call a supervisor over to view the problem. She said she was unsure what the problem was but that she would note it.
04/25/06	VCO user lost branding on her line.	04/25/06	Re-branded line for VCO.
04/27/06	Caller was charged by MCI for regional toll calls. Verizon is caller's COC.	04/27/06	Fixed MCI intralata error in database. Suggested caller contact MCI to dispute the charges on his bill.
04/27/06	Customer stated that operator disconnected his call after he provided number to dial.	04/27/06	Operator was coached; she apologized, stating that she had not heard the call arrive at her console. Relayed explanation/apology to customer during return call.
04/27/06	CS received letter and copy of phone bill from customer, who has international calling plan through Verizon but was billed through MCI for international call. Customer followed up with CS by phone.	04/27/06	Referred customer to long distance providers for adjustments. Customer stated that he would call first Verizon, then (if necessary) MCI. Customer may also call relay CS again for follow up.
05/01/06	Caller was billed by MCI for regional toll calls. Her COC is Verizon. She already called Verizon and took care of the matter with them, and they suggested she call us to report the problem.	05/01/06	Fixed MCI intralata error in database; changed COC back to Verizon (All Others).

05/03/06	Caller is being billed by MCI; his COC is Verizon.	05/03/06	Fixed MCI intralata error in database; changed COC back to Verizon (All Others). Explained that he needs to contact MCI to dispute any charges on his phone bill.
05/04/06	Caller described background/environmental garbling problem.	05/04/06	Explained effect of background sound on TTY transmission; referred caller to phone company for issues with phone line.
05/09/06	Customer stated that operator misdialed a long distance number; caller wants reimbursement for charges.	05/09/06	Apologized; suggested that customer contact Verizon to request refund.
05/10/06	Caller was billed by MCI; Verizon is her COC.	05/10/06	Suggested she call MCI to dispute the charges. Fixed MCI intralata error in database; changed COC back to All Others.
05/12/06	Caller was billed by MCI instead of Verizon and wanted a credit to his bill.	05/12/06	Referred caller to MCI to dispute the charges.
05/16/06	Caller was billed by MCI for regional toll calls; his COC is Verizon. He spoke to both MCI and Verizon (after being referred to them by us) and they both said they will not take the charges off his bill. They both told him to contact us for a refund.	05/16/06	Told the caller I would speak to management and have them look into the issue and I would call him back with an answer. Center manager spoke to Verizon about this issue and was told Verizon will contact the customer to resolve this.
05/16/06	Caller was billed by MCI for LD and regional calls; her COC is Verizon.	05/16/06	Explained to her that she would have to call MCI to dispute the charges. Checked the database and verified that Verizon is listed as her LD COC and All Others is listed as her regional COC.
05/17/06	Caller was billed by MCI; Verizon is COC.	05/17/06	Referred caller to MCI to dispute charges. Fixed MCI intralata error in database; changed COC back to All Others.
05/19/06	Caller was billed by MCI; Verizon is her COC. (calls were in March and April)	05/19/06	Referred caller to MCI to dispute the charges. Suggested she contact Verizon if MCI won't remove the charges. Checked the database and verified that the intralata COC was All Others. MCI intralata error had been fixed on 5/9/06.
05/19/06	Calling on behalf of a client who was billed by MCI when Verizon is her COC. The last call billed by MCI was on April 19 (from her current phone bill).	05/19/06	Referred caller to MCI to dispute the charges. Checked profile in database and All Others is listed as COC. MCI intralata error was fixed on 4/21/06.
05/22/06	Caller was billed by MCI for a couple calls this month and a couple calls last month. Verizon is her COC.	05/22/06	Referred caller to MCI to dispute the charges. Checked caller's profile and the COC in the database and Verizon/All Others is listed as her COC.
05/30/06	Caller was billed by MCI; Comcast is her COC (caller has no profile).	05/30/06	Referred caller to MCI to dispute the charges.
05/30/06	Caller was billed by MCI; Verizon is her COC. She already called Verizon and had the charges taken care of. She was told by Verizon to call us and let us know about the problem.	05/30/06	Checked caller's profile; MCI intralata error was fixed and COC changed back to All Others on 5/1/06.
05/30/06	Caller was billed by MCI for calls in April and May; Verizon is her COC. She already called Verizon and had the charges taken care of. She wanted to verify that Verizon was listed in her profile as her COC.	05/30/06	Checked caller's profile; MCI database error was fixed and the COC was changed back to All Others on 4/27/06.
05/30/06	Caller was billed by MCI; Verizon is her COC.	05/30/06	Fixed MCI intralata database error; changed COC back to All Others. Referred caller to MCI to dispute the charges.
05/30/06	Caller is being billed by MCI; Verizon is her COC. She already called Verizon and they removed the charges for her. She wants to make sure her profile lists Verizon as her COC.	05/30/06	Checked caller's profile; MCI intralata database error was fixed on 5/9/06. All Others is in the database as the COC.
05/30/06	Caller was billed by MCI; Verizon is her COC.	05/30/06	Referred caller to MCI to dispute the charges. Checked caller's profile; MCI intralata database error was fixed on 5/9/06. All Others is listed as the COC.
05/30/06	The caller was billed by Sprint; Verizon is his COC.	05/30/06	Checked caller's profile; All Others is listed as COC. Referred caller to Sprint to dispute the charges.

05/03/06	Caller is being billed by MCI; his COC is Verizon.	05/03/06	Fixed MCI intralata error in database; changed COC back to Verizon (All Others). Explained that he needs to contact MCI to dispute any charges on his phone bill.
05/04/06	Caller described background/environmental garbling problem.	05/04/06	Explained effect of background sound on TTY transmission; referred caller to phone company for issues with phone line.
05/09/06	Customer stated that operator misdialled a long distance number; caller wants reimbursement for charges.	05/09/06	Apologized; suggested that customer contact Verizon to request refund.
05/10/06	Caller was billed by MCI; Verizon is her COC.	05/10/06	Suggested she call MCI to dispute the charges. Fixed MCI intralata error in database; changed COC back to All Others.
05/12/06	Caller was billed by MCI instead of Verizon and wanted a credit to his bill.	05/12/06	Referred caller to MCI to dispute the charges.
05/16/06	Caller was billed by MCI for regional toll calls; his COC is Verizon. He spoke to both MCI and Verizon (after being referred to them by us) and they both said they will not take the charges off his bill. They both told him to contact us for a refund.	05/16/06	Told the caller I would speak to management and have them look into the issue and I would call him back with an answer. Center manager spoke to Verizon about this issue and was told Verizon will contact the customer to resolve this.
05/16/06	Caller was billed by MCI for LD and regional calls; her COC is Verizon.	05/16/06	Explained to her that she would have to call MCI to dispute the charges. Checked the database and verified that Verizon is listed as her LD COC and All Others is listed as her regional COC.
05/17/06	Caller was billed by MCI; Verizon is COC.	05/17/06	Referred caller to MCI to dispute charges. Fixed MCI intralata error in database; changed COC back to All Others.
05/19/06	Caller was billed by MCI; Verizon is her COC. (calls were in March and April)	05/19/06	Referred caller to MCI to dispute the charges. Suggested she contact Verizon if MCI won't remove the charges. Checked the database and verified that the intralata COC was All Others. MCI intralata error had been fixed on 5/9/06.
05/19/06	Calling on behalf of a client who was billed by MCI when Verizon is her COC. The last call billed by MCI was on April 19 (from her current phone bill).	05/19/06	Referred caller to MCI to dispute the charges. Checked profile in database and All Others is listed as COC. MCI intralata error was fixed on 4/21/06.
05/22/06	Caller was billed by MCI for a couple calls this month and a couple calls last month. Verizon is her COC.	05/22/06	Referred caller to MCI to dispute the charges. Checked caller's profile and the COC in the database and Verizon/All Others is listed as her COC.
05/30/06	Caller was billed by MCI; Comcast is her COC (caller has no profile).	05/30/06	Referred caller to MCI to dispute the charges.
05/30/06	Caller was billed by MCI; Verizon is her COC. She already called Verizon and had the charges taken care of. She was told by Verizon to call us and let us know about the problem.	05/30/06	Checked caller's profile; MCI intralata error was fixed and COC changed back to All Others on 5/1/06.
05/30/06	Caller was billed by MCI for calls in April and May; Verizon is her COC. She already called Verizon and had the charges taken care of. She wanted to verify that Verizon was listed in her profile as her COC.	05/30/06	Checked caller's profile; MCI database error was fixed and the COC was changed back to All Others on 4/27/06.
05/30/06	Caller was billed by MCI; Verizon is her COC.	05/30/06	Fixed MCI intralata database error; changed COC back to All Others. Referred caller to MCI to dispute the charges.
05/30/06	Caller is being billed by MCI; Verizon is her COC. She already called Verizon and they removed the charges for her. She wants to make sure her profile lists Verizon as her COC.	05/30/06	Checked caller's profile; MCI intralata database error was fixed on 5/9/06. All Others is in the database as the COC.
05/30/06	Caller was billed by MCI; Verizon is her COC.	05/30/06	Referred caller to MCI to dispute the charges. Checked caller's profile; MCI intralata database error was fixed on 5/9/06. All Others is listed as the COC.
05/30/06	The caller was billed by Sprint; Verizon is his COC.	05/30/06	Checked caller's profile; All Others is listed as COC. Referred caller to Sprint to dispute the charges.

05/03/06	Caller is being billed by MCI; his COC is Verizon.	05/03/06	Fixed MCI intralata error in database; changed COC back to Verizon (All Others). Explained that he needs to contact MCI to dispute any charges on his phone bill.
05/04/06	Caller described background/environmental garbling problem.	05/04/06	Explained effect of background sound on TTY transmission; referred caller to phone company for issues with phone line.
05/09/06	Customer stated that operator misdialed a long distance number; caller wants reimbursement for charges.	05/09/06	Apologized; suggested that customer contact Verizon to request refund.
05/10/06	Caller was billed by MCI; Verizon is her COC.	05/10/06	Suggested she call MCI to dispute the charges. Fixed MCI intralata error in database; changed COC back to All Others.
05/12/06	Caller was billed by MCI instead of Verizon and wanted a credit to his bill.	05/12/06	Referred caller to MCI to dispute the charges.
05/16/06	Caller was billed by MCI for regional toll calls; his COC is Verizon. He spoke to both MCI and Verizon (after being referred to them by us) and they both said they will not take the charges off his bill. They both told him to contact us for a refund.	05/16/06	Told the caller I would speak to management and have them look into the issue and I would call him back with an answer. Center manager spoke to Verizon about this issue and was told Verizon will contact the customer to resolve this.
05/16/06	Caller was billed by MCI for LD and regional calls; her COC is Verizon.	05/16/06	Explained to her that she would have to call MCI to dispute the charges. Checked the database and verified that Verizon is listed as her LD COC and All Others is listed as her regional COC.
05/17/06	Caller was billed by MCI; Verizon is COC.	05/17/06	Referred caller to MCI to dispute charges. Fixed MCI intralata error in database; changed COC back to All Others.
05/19/06	Caller was billed by MCI; Verizon is her COC. (calls were in March and April)	05/19/06	Referred caller to MCI to dispute the charges. Suggested she contact Verizon if MCI won't remove the charges. Checked the database and verified that the intralata COC was All Others. MCI intralata error had been fixed on 5/9/06.
05/19/06	Calling on behalf of a client who was billed by MCI when Verizon is her COC. The last call billed by MCI was on April 19 (from her current phone bill).	05/19/06	Referred caller to MCI to dispute the charges. Checked profile in database and All Others is listed as COC. MCI intralata error was fixed on 4/21/06.
05/22/06	Caller was billed by MCI for a couple calls this month and a couple calls last month. Verizon is her COC.	05/22/06	Referred caller to MCI to dispute the charges. Checked caller's profile and the COC in the database and Verizon/All Others is listed as her COC.
05/30/06	Caller was billed by MCI; Comcast is her COC (caller has no profile).	05/30/06	Referred caller to MCI to dispute the charges.
05/30/06	Caller was billed by MCI; Verizon is her COC. She already called Verizon and had the charges taken care of. She was told by Verizon to call us and let us know about the problem.	05/30/06	Checked caller's profile; MCI intralata error was fixed and COC changed back to All Others on 5/1/06.
05/30/06	Caller was billed by MCI for calls in April and May; Verizon is her COC. She already called Verizon and had the charges taken care of. She wanted to verify that Verizon was listed in her profile as her COC.	05/30/06	Checked caller's profile; MCI database error was fixed and the COC was changed back to All Others on 4/27/06.
05/30/06	Caller was billed by MCI; Verizon is her COC.	05/30/06	Fixed MCI intralata database error; changed COC back to All Others. Referred caller to MCI to dispute the charges.
05/30/06	Caller is being billed by MCI; Verizon is her COC. She already called Verizon and they removed the charges for her. She wants to make sure her profile lists Verizon as her COC.	05/30/06	Checked caller's profile; MCI intralata database error was fixed on 5/9/06. All Others is in the database as the COC.
05/30/06	Caller was billed by MCI; Verizon is her COC.	05/30/06	Referred caller to MCI to dispute the charges. Checked caller's profile; MCI intralata database error was fixed on 5/9/06. All Others is listed as the COC.
05/30/06	The caller was billed by Sprint; Verizon is his COC.	05/30/06	Checked caller's profile; All Others is listed as COC. Referred caller to Sprint to dispute the charges.

Complaint Tracking for MA (06/01/2006-05/31/2007). Total Customer Contacts: 53

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/15/07	<p>Caller's husband is being billed by Sprint for regional toll and long distance calls. Verizon is his long distance carrier. This has happened for quite a while now. She said she's called Customer Service about this a few times and has faxed her phone bill to us for reimbursement. She is still waiting for reimbursement for last month's bill.</p>	05/15/07	<p>Apologized for the inconvenience and asked her to fax last month's bill again along with this month's bill. Checked her profile; All Others was listed for both intralata and interlata. Changed interlata carrier to Verizon.</p> <p>Called customer, who faxed over her bill for credit from Sprint.</p>
04/20/07	<p>Caller said operator couldn't understand him. He also said this operator never understands him and we should "send operator back to STS training."</p>	04/20/07	<p>Trainer talked to operator and operator agreed to more training. Operator wants to do the best possible job.</p>
04/16/07	<p>Operator did not include "GA" after typing voice user's response, so VCO user did not know that it was her turn to speak.</p>	04/16/07	<p>Coached operator to send the GA again, in case it gets garbled or was not transmitted. Called customer and left a message on answering machine, thanking her for letting us know and that the operator was coached.</p>
04/15/07	<p>Caller gave operator instructions to ask for a specific party and if the party was not available, to say "Thank you, goodbye," and disconnect the outbound line. When someone answered the call, the operator did not provide gender. The operator did ask for the person, but then typed that he was not there and gave the caller the "GA" instead of disconnecting the outbound, and continued to relay back and forth several times although the customer continued to say goodbye.</p>	04/15/07	<p>Apologized for the inconvenience. Operator followed all instructions. Coached operator to call supervisor when confused.</p>

04/13/07	The caller dialed into relay and got a recording saying, "Please hold for next available operator." She had to wait about a minute before she was connected to an operator.	04/13/07	Apologized to caller for the wait and explained that at times of extremely high call volume, there might be short wait times.
04/12/07	Customer stated she is a Verizon customer who has been billed for in-state relay calls.	04/12/07	Talked with customer and apologized for inconvenience. Customer will fax over phone bill and all incorrect charges will be credited.
04/12/07	Customer was charged for long distance calls incorrectly. She had Verizon as her long distance carrier.	04/12/07	Apologized to customer and asked that she fax her bill over; all incorrect charges will be credited. Checked her database for accuracy.
04/10/07	Caller had Verizon for long distance and regional toll calls, but was still being charged by Sprint for calls placed through relay. Called wanted to make sure profile was correct.	04/10/07	Apologized, and checked that her profile was correct. Customer will forward phone bill for Sprint to apply credit to the account.
03/08/07	Voice customer was unable to contact MA RCS at (800) 720-3479; stated that voice number answers by TTY.	03/19/07	Customer Service made several test calls to that number and received TTY tones each time. Reported the problem to MA RCS; the call, after transferring, was then received at Sprint RCS (MO) Force. Entered a trouble ticket and complaint assigning to MA Program Manager T.T. 3703368. No contact requested. Then couldn't duplicate the problem; the number answers by voice now. Customer didn't leave information to make further tests.

03/12/07	Customer stated he called his job at Petsmart. A recording came on, at which time the agent typed (hold for a live rep q). Before the customer could respond the agent typed (no response sksk) and disconnected the call. Customer stated he used IP and the response time was decent.	03/12/07	Apologized for inconvenience and indicated this would be forwarded to appropriate supervisor. Operator apologized for the mistake, was unaware of the new procedure. He was coached on how to handle recordings.
03/01/07	The caller said that even though her local and long distance carrier was Century Tel, she was charged over \$19.00 through Sprint for several calls to her husband throughout January that should be considered local calls.	03/01/07	The caller said she planned to send a copy of her billing statement to Century Tel for credit on the calls in question. Customer service offered a call-back to the caller (which she accepted) and advised her to make note of operator numbers on calls to her husband for the next few days. Relay Program Manager sent an e-mail today to the last call center contact on this complaint to confirm the status of the resolution.
02/19/07	Person stated while on a call to his deaf father using IP relay, in the process of relaying, the operator stated, "Oh, tell him yourself" and then disconnected. Person, who is blind, was very upset because this was how he communicated with his deaf father. Wants a personal apology from the operator via e-mail.	02/19/07	Apologized for his inconvenience and assured him that his complaint would be filed immediately. Follow-up by e-mail. Operator was told that rudeness to customer would not be tolerated, and procedures were discussed. Team Leader will monitor operator to be sure calls are handled correctly. Apologized to customer by e-mail.
02/19/07	Customer stated to use Verizon, but was billed through MCI. Wanted a call-back regarding this matter.	02/19/07	Left a message on voice answering machine, apologizing for the error, and that Customer Service has corrected her database to reflect Verizon; left phone number to call back.

02/16/07	TTY user called to complain that the agent did not dial out the number given, and gave no response. After two minutes, the caller hung up.	02/16/07	Apologized for the inconvenience. No follow-up requested. Coached operator on the procedure of dialing and to keep the customer informed on the call progress.
02/16/07	TTY user was disconnected from relay while trying to retrieve voice mail messages.	02/16/07	Apologized for the inconvenience, and informed supervisor. Team Leader went over the procedure with operator to ensure better results.
02/11/07	Customer experienced long wait times to connect to relay, up to 15 minutes before answered by a relay operator. the customer had not experienced this in the past and was wondering why there were such long hold times before the call was being answered.	02/11/07	Customer did not request call back.
01/29/07	Caller said that after she gave the operator the number to dial, the operator typed, "if ans mach do you want to leave a msg." The operator typed that three times and she told the operator to just dial. Then she got upset because someone was waiting on her call back and she hung up and placed her call through another operator.	01/29/07	Coached operator to follow customer's instructions. Team Leader went over procedure of VCO to Voice and Voice Answering Machine. Apologized to customer for the inconvenience.
01/29/07	Customer was billed by MCI and Sprint for regional toll calls for three months. Verizon is his carrier. He was upset with the way operators handled his calls.	01/29/07	Explained to customer his database was showing MCI and will be changed immediately to Verizon. Customer stated Verizon credited back the charges for the last 3 months. Apologized and said to call back if any further issues.

01/24/07	Customer complained that his calls don't always come into relay on VCO. Customer is branded and notes indicate VCO user. However, the branded greeting does not show up, which adds to the confusion. He said he doesn't know when to begin speaking.	01/24/07	Called and talked to customer's wife. Explained how branded VCO works and said that if he does not see a GA, he should call and we will write up a trouble ticket. Made a few test calls with success. Wife was satisfied and will talk with husband.
01/23/07	In calling the VCO toll-free number, the VCO operator reached a TTY. Instead of informing caller and awaiting instructions, operator sent good-bye macro to VCO user. (It is not clear whether operator then disconnected, or VCO user hung up upon seeing that operator had signed off.)	01/23/07	Agent accidentally selected TTY-to-TTY on alternate call type window and call was released. Coached to inform customer before connecting any alternate call types.
01/23/07	After initial greeting, operator did not respond to inbound TTY caller; TTY user then got disconnected from relay.	01/23/07	Coached operator about the correct disconnect procedures and that any operator disconnecting calls can be put on levels up to and including termination of employment.
01/17/07	Customer placed 19 calls through MA Relay and was billed by Sprint. Her profile shows Intra-lata as all others and intra-lata as Verizon. She wanted her phone bill credited for the charges.	01/17/07	Talked with Customer and customer stated Verizon has credited the account for error in charging. The account is clearly marked in database as Verizon for the long and toll distance provider. Apologized for the inconvenience.
01/11/07	Customer's friend in RI was unable to get through using MA Relay. Also, every time the friend calls, relay tells her she has a blocked number when she does not. Caller ID did not work.	01/11/07	TT was issued and resolved with correct profile input.
01/11/07	Customer wanted to know why caller ID was not transmitted to the person. She did not pick up TTY call because no ID showed.	01/11/07	TT was issued and resolved with correct profile input.

01/01/07	Operator did not send dialing macro. Customer asked operator to hang up and the operator did. Customer provided agent ID number 2535F, who was not working at the time of the incident, nor is the gender correct.	01/01/07	Could not identify the right operator working on the day of complaint and was unable to coach. Apologized to customer for the inconvenience.
12/27/06	Customer was irate about being billed by Sprint for several months, though carrier is Verizon. Customer has called many times about this matter, and is very frustrated.	12/27/06	This complaint was sent Dec. 27 and was not entered in database, which was our error. However, her profile is correct. This is a technical issue. Contacted the customer and she stated that the problem occurred in October 2006, but she has not had any charges from Sprint on her bill since then.
11/28/06	Caller said she was being billed by MCI but her long distance company is Verizon. She requested follow up by e-mail regarding this.	11/28/06	Since the customer has been contacted with the changes made on the bill, it is now completed and closed.
11/25/06	Caller said operator did not ask for carrier of choice on a long distance call. A supervisor was contacted, but caller was worried about being charged. She said she would call Joanne on Monday to further check on this issue.	11/25/06	Coached operator on long distance call processing procedure; operator will be monitored closely.
10/30/06	Caller stated that the operator was very rude to her; she stated that this same operator has handled previous calls for her and was rude then as well.	10/30/06	Apologized to caller and assured her that a supervisor would speak to the operator. The operator was coached.

10/20/06	Caller has had a very hard time getting through to operators for the past couple of days. Every time she called, there has been a long wait to get an operator.	10/20/06	Apologized for the inconvenience.
10/12/06	Customer asked why she sometimes receives garbled messages during calls.	10/12/06	Offered troubleshooting/explanations for garbling (e.g., equipment/connection problems, background noise).
09/22/06	Caller wanted to know what carrier was listed in his profile because they've been getting billed by Sprint for three months. Verizon is his carrier.	09/22/06	Verified that Verizon is listed as the carrier in profile. Asked caller to fax the phone bills, which he did. Center Manager contacted Verizon about the charges; Verizon took the charges off the bill.
09/21/06	When the caller tries to call his son in NY using relay, the operator has to dial three times before the call goes through. This has happened for the past five weeks. He uses a calling card to call his son, and calls other TTY users with no problem. Verizon told him it was a relay problem, not a phone company issue.	09/21/06	A technician looked into the problem and placed some test calls, but had no problems getting through to that number. He suggested that the caller get in touch with the company he has his calling card through, since the problem might be with the card.
09/15/06	The caller has been received numerous calls from relay, but there is no TTY user at her number. She always tells the operator there is no TTY user at that number, and has asked the operators to stop calling, but she still receives calls. She wants the calls to stop.	09/15/06	Explained that operators must dial the number they're given, even if they're told to dial it numerous times. Suggested she call her phone company and ask if they can put a block on her line, and that she contact her police department and file a harassment complaint against the caller. She said she had spoken to Joanne a while ago and she wanted a call back from her. Joanne called back and spoke to the caller's husband. They were both upset with relay policy. He asked for, and was provided, the phone numbers for the FCC and center manager.

08/28/06	Caller said she loves the relay service, but often receives garbling when first connecting to operator, and sometimes during calls as well. She has already had her phone line tested for problems.	08/28/06	Opened trouble ticket with technician. Also, suggested that she request (on connecting to relay) that operators disable turbocode to clear/prevent garbling.
07/27/06	Caller said lately it's taking much longer to dial calls. She sees the dialing macro come across her screen and then it takes longer than normal before she sees the ringing macro. She was told a while ago that MA Relay calls are being routed through NY and she was wondering if that had something to do with the delays.	07/27/06	Apologized for the inconvenience and said a technician would be contacted. She did not require a call back. Spoke to our technician and told him operators have been noticing this problem as well. He is looking into the problem.
07/25/06	ASL interpreter received two voice-mail messages through relay; TTY users left e-mail addresses, but operators did not speak them clearly or spell out the letters/numbers.	07/25/06	Customer did not request a call back, but she may call customer services again to provide operator numbers, that they may be coached.
07/25/06	TTY user received garbled messages on her calls.	07/25/06	Did troubleshooting and made suggestions to clear garble; caller will follow suggestions and monitor future calls for garbling issues.
07/25/06	Sprint Relay customer service agent called on behalf of MA Relay user (re: equipment referral and garbling trouble).	07/25/06	Provided MEDP number.
07/25/06	Customer was disconnected while holding for operator changeover.	07/25/06	Informed caller that information would be forwarded to technician.

07/19/06	<p>Caller has received an extraordinary number of calls through MA Relay. Most of the calls start at 10 PM and continue through the night. This past Sunday, he received 31 calls between 1:00 and 3:30 PM. He's contacted the police department and filed a complaint with them, and they've put a trace on his phone line. He wanted us to stop placing calls to his house or he said he'd sue MA Relay. He wants a call back from our center manager.</p>	07/19/06	<p>Joanne, Center Manager, called him back. He was very upset that nothing could be done by relay to stop the calls. He wanted a full explanation of what relay is and how it works. He wanted to know if contacting the FCC and legislators would help. He asked many questions about the service, CSD and Sprint. Joanne answered all of his questions and sent him an email with the requested info about the FCC and CSD.</p>
07/18/06	<p>Vonage customer was unable to connect to relay via 711.</p>	07/18/06	<p>Provided MA Relay voice 800 number.</p>
07/18/06	<p>Caller has received harassing phone calls from TTY user during the night; she said she will sue the relay service.</p>	07/18/06	<p>Tried to explain that relay cannot prevent TTY user from calling her and suggested that she contact phone company or police department, but caller hung up.</p>
07/10/06	<p>The caller received harassing calls from someone claiming to be one of her students. She wanted to know who it is and how to stop them. She is unsure if the calls are MA Relay calls or Internet relay calls.</p>	07/10/06	<p>Explained that relay is unable to block relay calls to her house. Told her if she would like to trace the calls, she would have to contact her phone company. She said she would call and report the calls to the police as harassment.</p>
07/05/06	<p>1) Caller was billed by MCI for regional toll calls. 2) Caller wanted to change long distance carrier in profile.</p>	07/05/06	<p>1) Checked profile; MCI intralata database error fixed 5/9/06. Referred caller to MCI to dispute charges. 2) Updated profile with new long distance carrier.</p>
06/28/06	<p>Customer could not reach relay operator via 711.</p>	06/28/06	<p>Provided voice 800 number in case problem recurs.</p>
06/28/06	<p>Customer could not reach relay operator via 711; received garbled messages from customer service agent.</p>	06/28/06	<p>Could not clear garbling; referred problem to technician.</p>

06/28/06	Caller's carrier is Verizon, but he has been billed through MCI.	06/28/06	Verified that customer's profile shows correct carrier; also added carrier information to Customer Notes.
06/28/06	When VCO user called via 711, it sometimes took a while for VCO connection.	06/28/06	Verified that Customer Notes show VCO, and that VCO user is the only relay caller from that number; rebranded number for VCO connection. Explained that branding should take effect within three days and provided TTY 800 number for use in the meantime.
06/23/06	Caller was billed by MCI; Verizon is his carrier. This is the third month that he has been billed by MCI.	06/23/06	Checked database; MCI intralata error was fixed on 5/9/06 (intralata changed back to All Others). Referred caller to MCI to dispute the charges.
06/23/06	The caller tried to place an international call to Singapore through relay, and when the operator dialed the number, a recording said international calls were not allowed from that number. He called Verizon to inquire about this and they said there is no block on his line and told him to call relay.	06/23/06	Checked the database; there is no block on this number for any calls. Asked the caller if he tried to place the call again since contacting Verizon, and he said no. Suggested that he try the call again, and if he gets the recording again to call us back to have a technician look into this problem.
06/02/06	Caller was billed by MCI; Verizon is her carrier.	06/02/06	Referred caller to MCI to dispute the charges. Checked caller's profile in database; MCI intralata database error was fixed and changed back to All Others on 5/9/06.
06/01/06	Was charged by MCI (rather than Verizon) for toll calls.	06/01/06	Profile was corrected on 5/9/06, and now shows Verizon/All Others.

1.0 GENERAL INFORMATION

1.1 Purpose and Scope

Pursuant to Massachusetts General Law ("M.G.L.") Chapter 166 § 15E, Bell Atlantic of Massachusetts ("BA-MA"), as administrator (hereafter "Administrator"), is responsible for the issuance of a Request for Proposal ("RFP") to provide a Dual Party Relay Service ("DPRS"). The RFP is subject to review and approval by the Massachusetts Department of Telecommunications and Energy ("DTE").

This RFP is issued to enable the Administrator to contract for the provision of a DPRS, a full-service, confidential, statewide, 24-hours-per-day, 7-days-per-week, dual-party telephone relay service that:

- (a) _____ is economically feasible;
- (b) _____ meets the needs of individuals who are hearing, deaf, hard of hearing, deaf/blind, and/or who have a disability that affects speech or clarity of speech and their respective communities as required by M.G.L. Chapter 166 § 15E; and,
- (c) _____ satisfies or exceeds the minimum specifications contained herein as well as any statute, regulation or standard of the Commonwealth of Massachusetts or the United States.

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The term is four (4) years, commencing on May 1, 1999.

This RFP contains the instructions governing the proposal to be submitted and the material to be included therein, including mandatory administrative and operational requirements that the Bidder must meet to be eligible for consideration, and specific instructions for proposal submission.

The performance specifications on the following pages should be considered as minimum requirements with no intent to constrain bidder creativity in formulating a responsive proposal. The goal is a cost-beneficial relay service that will make available functionally equivalent access to all phases of telephone service to all subscribers in the Commonwealth of Massachusetts who are deaf, hard of hearing, deaf-blind and/or have disabilities affecting speech, or clarity of speech.

1.2 Authority

1.2.1 General Authority

M.G.L. Chapter 166 § 15E states:

- (c) "Each common carrier shall provide a dual party TDD/TTY telephone message relay service from a center located within the commonwealth. Employees of said center shall be residents of the commonwealth and preference in employment at said center shall be given to disabled persons as defined by this section.

(d) "The Department of Telecommunication and Energy shall review each such service to see that it conforms with the provisions herein. Said department shall promulgate rules and regulations necessary to carry out the provisions of this section; provided, however, that prior to such implementation of such services pursuant to sections (b) and (c) said common carrier shall issue a *Request for Proposal subject to Department of Telecommunication and Energy* review and approval seeking competitive bids from qualified vendors to provide the aforementioned services. Said common carrier shall be permitted to submit a competitive bid to provide the aforementioned services. Further provided, however, that beginning on January 2, 1991, the vendor selected to provide such services shall reimburse the Commonwealth for the costs incurred by the existing provider of said service, subject to DTE review and approval, prior to full implementation of this Act. In any rate proceeding conducted pursuant to chapter 159 of the General Laws in which said carrier seeks to reflect the costs for such services in rates, said carrier shall submit to the department such information about said request for proposals so that the Department may determine that said carrier is providing such services at a cost to said carrier that reflects the least cost to its rate payers with due regard for standards of reliability and quality that are consistent with the public interest."

1.2.2 Common Carrier Bid

The Common Carrier is permitted to bid on the RFP as per M.G.L. Chapter 166 § 15E.

1.2.3 Common Carrier Personnel

The selection and award process of the RFP will be performed and determined by the Children's Hospital (hereafter "Consultant"), an independent consultant, with the assistance of representatives of the deaf, hard of hearing, and deaf/blind communities as well as relay service users — or potential users — who have disabilities affecting speech, or clarity of speech, and with access to information from the Common Carrier on technical and legal requirements (See Section 4.0, Evaluation Criteria).

1.2.4 Issuing Office

This RFP is developed by the Consultant for DTE and BA-MA, as the Common Carrier, for the administration of the RFP. The Consultant is the sole point of contact concerning this RFP and all communications about the RFP must be presented in writing, clearly marked "RFP / DPRS / MA98" and submitted to:

Children's Hospital
c/o MATP Center
1295 Boylston St., Suite 310
Boston, MA 02215